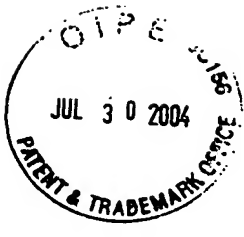


DATABASE 2

RECORD IDENTIFIER	USER ID	OPTIONS TREE ORDER	OPTIONS TREE MESSAGE	ACTION 1 (KEYPAD #1) MESSAGES	ACTION 2 (KEYPAD #2) MESSAGES	ACTION 3 (KEYPAD #3) MESSAGES
101	4583 2	A	1 YOU HAVE 2 STORES THAT HAVE A CASH SHORTAGE	A1 PRESS 1 TO HEAR CASH STORAGE MESSAGES	A2 PRESS 2 TO DELETE CASH STORAGE MESSAGES	ACTION 3 MESSAGES
101	4583 2	B	1 YOU HAVE 2 STORES THAT ARE BEHIND PLAN	B1 PRESS 1 TO HEAR MESSAGES OF STORES BEHIND PLAN	B2 PRESS 2 TO FORWARD THESE MESSAGES TO YOUR ASSISTANT AND DELETE MESSAGE FROM YOUR INBOX	B3 PRESS 3 TO DELETE STORE PLAN MESSAGES
101	4583 2	C	1 YOU HAVE 3 MEETINGS SCHEDULED ON YOUR CALENDAR	C1 PRESS 1 TO HEAR CALENDAR MESSAGES	C2 PRESS 2 TO CALL YOUR ASSISTANT	C3 PRESS 3 TO DELETE CALENDER MESSAGES
102	4583 2	A1	1 STORE 309 HAS A CASH SHORTAGE OF \$156	A1A PRESS 1 TO CALL THE STORE MANAGER	A2A PRESS 2 TO DELETE THIS MESSAGES	
102	4583 2	A1	2 STORE 311 HAS A CASH SHORTAGE OF \$87	A1B PRESS 1 TO CALL THE STORE MANAGER	A2B PRESS 2 TO DELETE THIS MESSAGES	
102	4583 2	B1	1 STORE 568 IS 17% BEHIND PLAN	B1A PRESS 1 TO ESCALATE TO THE STORE MANAGER	B2A PRESS 2 TO DELETE THIS MESSAGES	
102	4583 2	B1	2 STORE 312 IS 3% BEHIND PLAN	B1B PRESS 1 TO ESCALATE TO THE STORE MANAGER	B2B PRESS 2 TO DELETE THIS MESSAGES	
102	4583 2	C1	1 YOU HAVE A 12:00 METING WITH YOUR BOSS AT 12:00. YOU HAVE A 1:00 MEETING WITH DAVID HENRY IN THE BLUE CONFERENCE ROOM. YOU HAVE A 3:00 MEETING WITH A FRIEND.	C1A PRESS 1 TO DELETE THIS MESSAGES		

Fig. 5





DATABASE 1

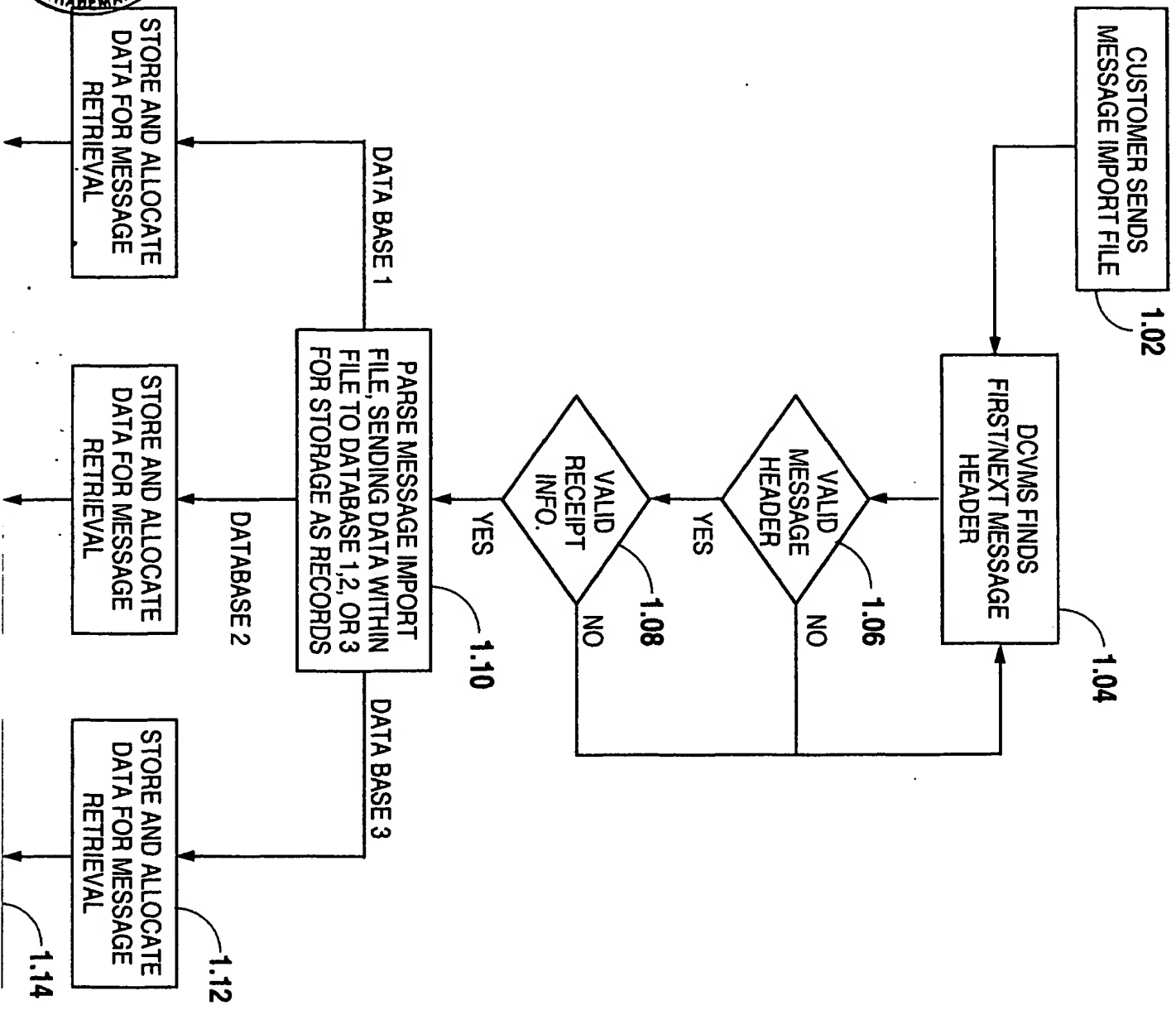
RECORD IDENTIFIER	IN-BOX NAME	IN-BOX USER ID	IN-BOX DATE
100	Ryan Johnson	UserID 45832	01.16.2004

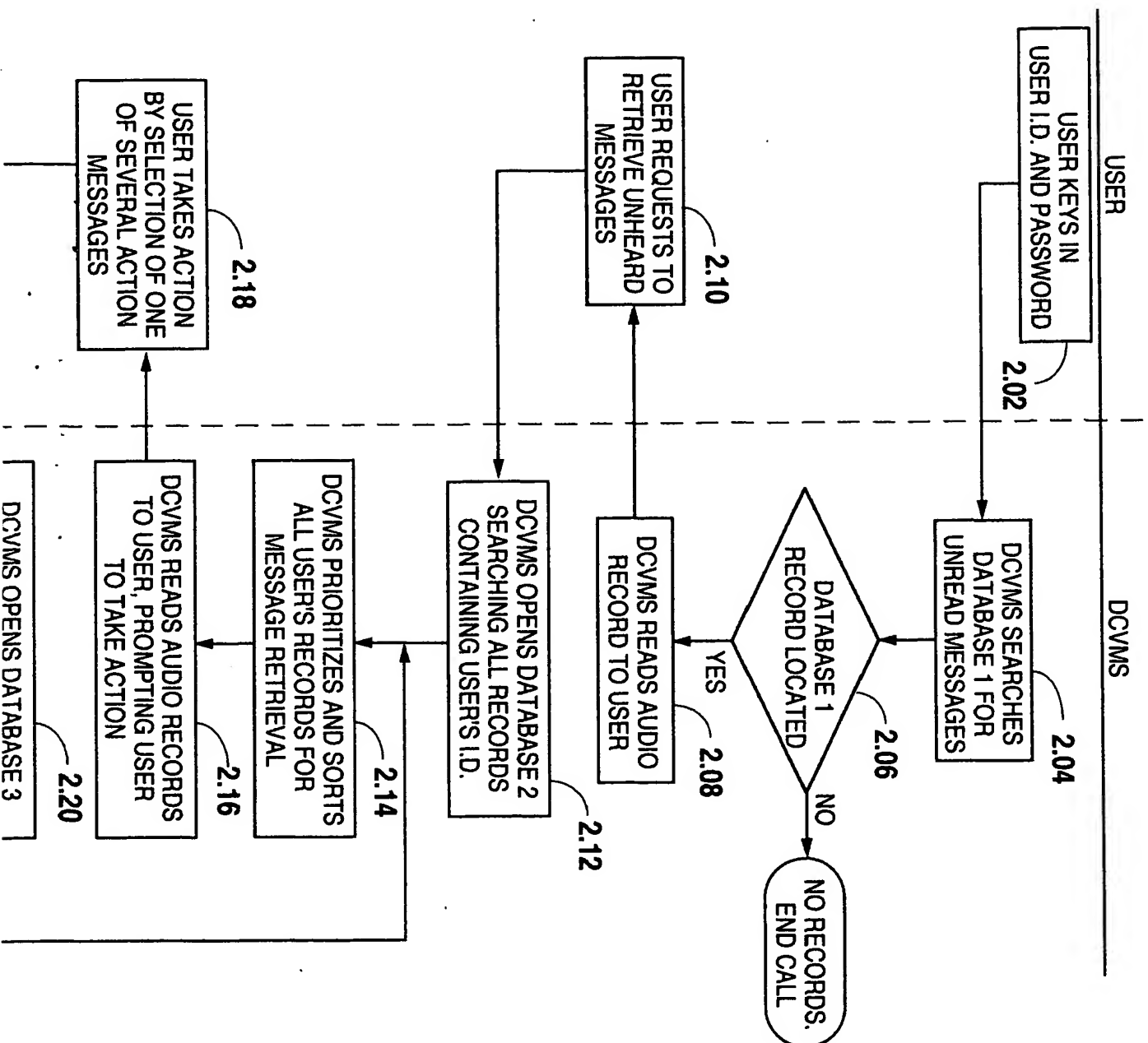
Fig. 4

DATABASE 3

RECORD IDENTIFIER	USER ID	ACTION LOOKUP KEY	PROCESS 1	PROCESS 2	ADDRESS FOR PROCESS
1011	45832	A1	PLAY		
1011	45832	A2	DELETE		
1011	45832	B1	PLAY		
1011	45832	B2	FORWARD	DELETE	assistant@baylor.edu
1011	45832	B3	DELETE		
1011	45832	C1	PLAY		
1011	45832	C2	CALL		2543664300
1011	45832	C3	DELETE		
1022	45832	A1A	CALL		5125551256
1022	45832	A2A	DELETE		
1022	45832	A1B	CALL		5125555899
1022	45832	A2B	DELETE		
1022	45832	B1A	email		566manager@store.com
1022	45832	B2A	DELETE		
1022	45832	B1B	email		312manager@store.com
1022	45832	B2B	DELETE		
1022	45832	C1A	DELETE		

Fig. 6





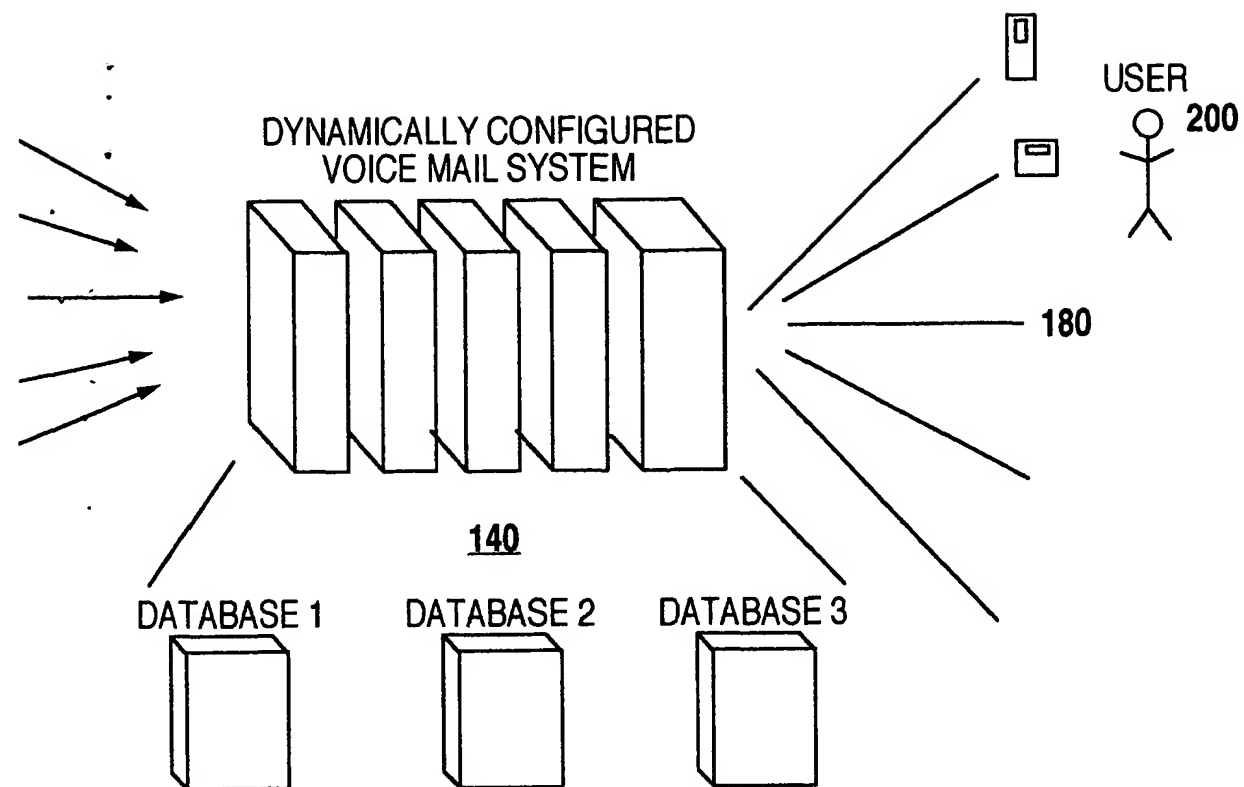


Fig. 3